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# Operating and Safety Instructions

## Drop-In Hot Wells



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## DROP-IN FOOD WARMER HOT FOOD STATIONS

Thank you for purchasing this Vollrath drop-in food warmer. Before operating this unit, read and familiarize yourself with the following operating and safety instructions. **SAVE THESE INSTRUCTIONS FOR FUTURE REFERENCE.**

### **WARNING**

**ELECTRIC SHOCK, FIRE OR BURN INJURIES CAN OCCUR IF THIS EQUIPMENT IS NOT USED PROPERLY. TO REDUCE RISK OF INJURY:**

- **Have the unit installed by qualified service personnel.**
- **Plug only into grounded electrical outlets matching the nameplate rated voltage.**
- **Unit should only be used in a flat, level position.**
- **Unplug warmer and let cool before cleaning or moving.**
- **Do not spray controls or outside of unit with liquids or cleaning agents.**
- **Thermostat control box **MUST** be mounted in upright position.**
- **Handle hot water carefully.**
- **Do not operate unattended.**

### **Function and Purpose:**

This unit is intended to hold containers of hot food at the proper serving temperature. This unit is not designed or intended to cook raw food or reheat prepared food.

### **Installation and Cutout Opening:**

Have the unit installed only by qualified service personnel. The cutout opening in counter must be in accordance with the chart below. All openings must be within 1/8" of the stated dimension and have a 7/8" radius at the corners. Use watertight gasket provided to seal between counter and unit to prevent water from leaking into control areas.

<b><u>Model</u></b>	<b><u>Cut-out Opening</u></b>
1 Well	24 <sup>3</sup> / <sub>4</sub> " x 14 <sup>1</sup> / <sub>4</sub> "
2 Well	24 <sup>3</sup> / <sub>4</sub> " x 27 <sup>1</sup> / <sub>2</sub> "
3 Well	24 <sup>3</sup> / <sub>4</sub> " x 40 <sup>3</sup> / <sub>4</sub> "
4 Well	24 <sup>3</sup> / <sub>4</sub> " x 54"
5 Well	24 <sup>3</sup> / <sub>4</sub> " x 67 <sup>1</sup> / <sub>4</sub> "
6 Well	24 <sup>3</sup> / <sub>4</sub> " x 80 <sup>1</sup> / <sub>2</sub> "

**IMPORTANT!!** All cutout openings must be within 1/8" of listed opening sizes and have a corner radius of 7/8".

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**Operation: HOT FOOD HOLDING**

1. Check drain valves. Make sure they are closed to prevent water from draining out. (See Drain Operation)

** WARNING****BURN HAZARD**

**Hot water and steam can burn skin.**

**Make sure drains are closed during unit operation to prevent hot water from draining from the well.**

2. Fill each well with 3 quarts of water plus water to fill the drain tube (fill each well until water level is approx. 3/8"). Do not overfill wells. Always maintain water in well.

** WARNING****ELECTRICAL SHOCK HAZARD**

**Keep water level at approx. 3 quarts. If level is too high, water may overflow when the food container is inserted. The overflow could enter the electrical compartment and cause a short circuit or electric shock.**

3. Plug power cord into grounded electrical outlet with the nameplate rated voltage.
4. Preheat the water in the wells by covering wells with empty food containers or covers, and then setting the heat control to the maximum heat setting. *Preheat for 45 minutes.*
5. Place containers (must be rated for hot use) of **hot** food into the **preheated** food warmer. To prevent spills, do not overfill the food containers.
6. Set heat control to maintain proper hot holding temperature for food safety. **SEE NOTE BELOW:**

**FOOD SAFETY PRECAUTIONARY NOTE**

*Monitor food temperatures closely for food safety. The United States Public Health Service recommends that food be held at a minimum of 140°F (60°C) to help prevent bacteria growth. Maintain water level at approximately 1/4" from bottom of well. Periodically (approx. 2 hours) remove container of food and check the water level. Add hot water if needed.*

** WARNING****BURN HAZARD**

**Hot water and steam in the well can burn skin.**

**Use protective gloves, mitts or potholders when removing food containers or covers. Hot food can also cause burns. Handle hot food carefully.**

**⚠ WARNING  
BURN HAZARD**

**Top surface gets extremely hot and can burn skin or damage heat-sensitive items.  
Use caution when touching top surface and keep heat-sensitive items off of top surface.**

**Drain Operation:**

Each well is equipped with its own drain shut off valve. As an option, some models may have a master drain valve that controls all wells in the unit. The master drain valve should be closed at all times the unit is operating.

If the unit is equipped with a master drain valve, to operate the unit with the wells draining independently of each other, turn each valve located directly under each well to the “Off” position. The valve is in the off position when the handle of the valve forms a “T” with the body of the valve. Open each valve separately to only drain the liquid from the well the valve is connected to. To operate with all of the wells draining together, open all individual well drains and use the master drain valve to drain all of the wells at the same time.

If the unit does not have a master drain valve, to operate the unit be sure each valve is closed for operation. The valve is in the off position when the handle of the valve forms a “T” with the body of the valve. To drain the unit, open each valve draining only the liquid from the well the valve is attached to.

**Cleaning:**

To maintain appearance and increase the service life, the food warmer should be cleaned at least daily.

1. Before cleaning be sure unit is turned off and that the liquid in the wells has cooled completely.
2. Carefully open drain valves making sure to drain liquid into a container or floor drain.

**⚠ WARNING  
BURN HAZARD**

**Hot water and hot parts can burn skin.  
Allow hot wells and water to cool before handling.**

3. Wipe the entire well interiors with a clean, damp cloth.
4. To avoid damaging the finish, do not use abrasive materials, scratching cleaners or scouring pads to clean water deposits from the wells.
5. If soap or chemical cleaners are used, be sure they are completely rinsed away with clear water, immediately after cleansing. Chemical residue could corrode surface of unit.

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**⚠ WARNING**

**ELECTRICAL SHOCK HAZARD**

**Do not spray outside of unit or controls with liquid or cleaning product.  
Liquid could enter the electrical compartment and cause a short circuit or electric shock.**

**Repair:**

There are no user serviceable parts within this appliance. To avoid serious injury or damage, never attempt to repair the food warmer or replace a damaged power cord yourself. Contact a qualified professional repair service.



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## WARRANTY INFORMATION

### Warranty Policy for The Vollrath Co. L.L.C

The Vollrath Company L.L.C. warrants all products it manufactures and distributes against defects in materials and workmanship for a period of one year - except as listed below:

- Refrigeration compressors – 5 year warranty
- Intrigue & Classic Select cookware – Limited lifetime warranty
- Replacement parts – 90 (ninety days) on the part only
- Fry pans and coated cookware – 90 (ninety days)

All warranties cover normal use and service only and are void if the product has been damaged by accident, neglect, improper use or other causes not arising out of defects in material or workmanship. The Vollrath Company shall not be liable for loss of use of the product or other incidental or consequential costs, expenses or damage incurred by the purchaser.

Warranty work must have prior approval from The Vollrath Company L.L.C.

### Drop-In Hot Well Warranty

All Drop-In models are to be repaired or replaced in the field, at the discretion of The Vollrath Company L.L.C., in accordance with the warranty policy listed above. Should you have a problem with your unit and it is under warranty, please contact an authorized service agency nearest to you or call a Vollrath Customer Service Representative for the location of a service agency near you. Please have the model number, series number and date of purchase information available when calling.